



Meeting Time and Place: Tuesday June 7th, 8:30 a.m. at the Big Sky Bistro, Polson.

In Attendance: Theresa Jones from St. Luke Community Healthcare; Jessie Miller from First Citizens Bank; Gib Turner from Lake County Community Development Center; Heather Knutson from Country Pasta, Karen Dellwo from First Interstate Bank; Shelly Fyant from Kicking Horse Job Corps; Debbie Krantz, Todd Erickson, and Whitney Cantlon from Lake County Job Service.

Treasurer's Report: Jessie: Our current balance is \$8,405.75.

Old Business:

Review/Approve Minutes: Motion to approve as written by Shelly, seconded by Gib. Carried.

Update on Customer Service Workshop: The May workshop was very well received. We had 142 attendees, including 25 from KwaTaqNuk. Our speaker, Tim Gard, spoke about using humor as a tool to shift your perspective and respond to difficult situations. Whitney is waiting on a copy of the power point presentation and will distribute that when it comes in. Heather hopes the training will lend credibility to JSEC and create a "ripple effect" in the community, sparking interest in future workshops. She suggested we purchase a JSEC banner to hang at our training events, to make our name stand out and possibly recruit new members. Looking at the survey responses from the workshop, our newspaper and radio advertising did not receive a lot of response, so we may want to revisit that next year. Most attendees heard about the training through e-mail and word of mouth. We also utilized the Reader Board, the ChamberGram, the Brown Bag Sessions, and various meetings to raise awareness. The only suggestion we received in the survey for future workshops was "dealing with difficult customers."

Fall Workshop Update: The workshop committee met to discuss workshop ideas for the fall. We discussed offering a smaller workshop, utilizing a local speaker, such as Bob Marsenich or Nan Russell. Topic ideas include dealing with layoffs, long term-planning, conflict resolution, and trust in the workplace. The workshop committee will work on possible dates and e-mail updates to the JSEC committee. Karen suggested offering something with "meat", such as statistics and take home tools for management. The committee is in agreement with offering a workshop, since we will not be hosting an ABC clinic this year (added note—status of the ABC Clinic has changed since the date of this meeting. There WILL now be an ABC Clinic in Polson on September 15th. Please contact the Job Service if you are interested in attending: 883-7880).

New Business:

Goals for Next Year: We plan to continue with the \$1,000 scholarship for now and see how it goes. It was very popular this year. Increasing the amount drastically increased our number of applicants. Theresa feels two seminars per year is a good idea. A larger one in the spring and smaller, targeted one in the fall. Debbie suggested working on a membership drive next year. We brainstormed some recruiting ideas, such as everyone inviting a friend to a meeting, trying to recruit some of the customer service workshop attendees, hosting a JSEC booth at the next training, offering a new member welcome packet with things like our brochure, info about the next meeting, our most recent newsletter, and possibly a pen/notepad. Multiple members would like to be involved in recruiting, so we will work on that in the fall.

Other Business:

Gib, Lake County Community Development Center: Gib wanted to mention that Outdoor Power Equipment, or OPE, recently received a Community Development Block Grant for \$371,000 and will be building and manufacturing their equipment for distribution through Echo Inc. They are developing professional-grade, battery-powered outdoor equipment, such as weed whackers, yard trimmers, and leaf blowers. They are working with S&K Electronics to design the electrical parts, and are trying to keep jobs here in Lake County. They will be having an Open house in July and Gib will let everyone know when that's happening. He also mentioned that Core Wind is in the process of setting up wind turbines locally and are hoping to bring 110 jobs to the area by 2012. Lastly, he mentioned that Lake County Community Development Corp will be touring Ashley Martin today. Ashley Martin has started a soft gel line and plan to hire 20 new employees on top of their current 40. Heather mentioned that Tipu's Chai is also expanding, and has set up shop in their Country Pasta location.

Next Meeting:

Tuesday, September 13th, 8:30 a.m. at the Big Sky Bistro (Main St, Polson).